GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:1860
ANSWERED ON:04.08.2005
CANCELLATION OF FLIGHTS BY AIR INDIA
Badiga Shri Ramakrishna

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether some cases of late intimation/non-intimation to customers about cancellation of its flights by Air India have come to the notice of the Government;

(b) if so, the details of such cases reported during the last 12 months; and

(c) the action taken or proposed to be taken by the Government to ensure that such cases do not recur?

Answer

- MINISTER OF STATE(INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a), (b)and (c):- General practice is to inform the passengers either by telephone, call centres, TV etc. However, specific information is being collected and will be laid on the Table of the House.